

How to get Support for NWRWAVES

When requesting support for NWRWAVES problems or questions, please follow these steps:

1. Review the NWRWAVES DR listing on the NWRWAVES web page to make sure that you are not experiencing a “known” problem.
2. Review the NWRWAVES FAQ page to see if one of the items addresses your problem.
3. Search the NWRWAVES listserver (you are a member aren't you) by logging into the page:

<http://infolist.nws.noaa.gov/read/login/>

If you fail to find answer to your question after following these three steps, post your problem or question to the NWRWAVES listserver. When posting to the NWRWAVES listserver, try to be as specific as possible. If possible try to include the following information:

1. A brief description of your problem.
2. What time the problem occurred.
3. The debug file created when NWRWAVES processed the product.
4. The input file used by NWRWAVES to create the product.
5. Any output files from NWRWAVES.
6. If NWRWAVES crashed, please include any files from the ERROR directory.